to the STD network. As per an Eighth Plan objective, all exchanges are likely to be provided with STD facility by March, 1997.

Action plan to improve telecom services in West Bengal

7040. SHRI MD. SALIM:
SHRI DIPANKAR MUKHERJEE:

Will the Minister of COMMUNICATIONS be pleased to state:

(a) the action plans to improve the inadequate telecom network in the districts bordering the jurisdiction of Calcutta Telephones, to tide over the problems in telecom network in Sunderban area of West Bengal, to improve telecom services in tea gardens of Darjeeling and Dooars in the State; and

(b) the Contingency plans to take care of failure of telecom services during natural calamities in coastal and hilly areas of the State?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) The action plan details are given in the statement (*see* below).

(b) Flyaway satellite terminal available with the West Bengal Telecom Circle is being used for providing the emergency telecom Services in case of natural calamities in coastal and hilly areas of the State.

Statement

(i) Action plan of the Department of Telecommunications to improve telecom net-work in the districts bordering the jurisdiction of Calcutta Telephones is as under:

— 17 out of 22 telephone exchanges bordering Calcutta Telephones have already been provided STD facility. The remaining 5 exchanges namely Boinchee, Bellaghata Bridge, Berachampa, Jagatballabpur and Haripal are Planned to be provided STD facility during 1995-96.

— Two more telephone exchanges with STD facility are planned to be installed during 1995-96 at Rajarhat and Bhangar.

(ii) Action Plan to tide over the problems in telecom network in Sundarban area in West Bengal is as follows:-

— Sundarban area consists of 4 SDCAS (Shrot Distance Charging Areas with Short Distance Charging Centres (SDCCs) Kakdwip, Diamondharbour, Canning and Bosaba. All the four SDCCs are connected with STD facility.

— 5 Out of 8 exchanges in Kakdwip SDCA, 7 out of 9 exchanges in Diamondharbour SDCA, 3 out of 6 exchanges in Canning SDCA and 1 out of 2 exchanges in Gosaba SDCA are having STD facility.

— Remaining 9 exchanges namely Patharpratima, Kashinagar, Roydighi, Magrahat, Lakshmikantapur, Champahati, Basanti, Gocharan and Higgalganj in the 4 SDCAs of Sundarban area are planned to be provided STD facility during 1995-96.

(iii) Action plan to improve the telecom services in tea gardens of Darjeeling and Dooars is as under:

— Most of the important places in this area have been provided with STD facility.

— Efforts are being made to further improve the STD connectivity by providing stable and reliable transmission media such as optical fibre, microwave and UHF systems.

— One 512 Port & C-DOT SBM trunk automatic exchange is planned to be provided at Jalpaiguri during 1995-96. This will further improve STD connectivity in this areas.

Post Offices in the Country

7041. SHRI PRAGADA KOTAIAH: Will the Minister of COMMUNICATIONS be pleased to state:

(a) how many post offices were there in our country on the 15th August, 1947, 21st June, 1991 and 1st May, 1995;

(b) how many of them out of these are in villages;

(c) what area of the country is covered;

(d) what is its ratio with the area and population;

(e) which are the first ten States ahead in this ratio;

(f) how does our ratio compare with that of UK, USA & Japan; and

(g) what is being done to augment the services in post offices?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) to (g) Information is being collected and will be laid on the Table of the House.

Automated Counter Services

7042. SHRIMATI BASANTI SARMA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) what are the locations of the post offices in the country with fully automated counter services;

(b) whether any study has been made to find out how much waiting time of customers has been cut short due to automation and how much work load has been reduced;

(c) if so, what are the results or findings of the study; and

(d) what is the target for fully automated post offices for 1995-96?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) Postal Counter functions excluding small savings services have been fully automated in 121 post offices in the country. The list of these post offices is given in statement (*see* below).

(b) A formal method study about the time factor required for completing transactions at the automated counters is yet to be undertaken. However, it is seen that booking of Registered Articles/M.O., V.P. and Parcels through counter machine is two and a half time faster than the manual process.

A study would be carried out after the automation has stablised in different parts of the country.

(c) Does not arise in view of the reply given at (b) above.

(d) Automatisation of the counter functions in the selected important post offices is being achieved by optimizing the benefits of the computer based counter machines. During 1995-96, 1000 more such counter machines are to be installed for fully automatizing the counter services in 300 selected important post offices in the country.

Statement

List of post offices providing counter services with computerised machines

1. **Andhra Pradesh**
   - i) Parishram Bhavan SO
   - ii) Hyderabad GPO
   - iii) Buckimghampet HPO, Vijayawada
   - iv) Visakhapatnam HPO
   - v) Tirumala SO, Tirupati
   - vi) Begumpet PO
   - vii) Woltaire RSPO, Visakhapatnam
   - viii) LB Colony PO, Visakhapatnam
   - ix) Kurnool HO
2. **Assam**
   - i) Assam Sachiwalaya PO
3. **Bihar**
   - i) Bankipur HO
   - ii) Lohiapur SO
   - iii) Patna GPO
   - iv) Patna Secretariat PO
   - v) Doranda HO
   - vi) Darbhanga HO
4. **Delhi**
   - i) Shastri Bhawan PO
   - ii) Parliament Street HO
   - iii) Rohini PO
   - iv) Connaught Place PO
   - v) Patparganj PO
   - vi) Paschim Vihar PO
   - vii) Civil Lines PO
   - viii) Chanakyapuri PO
   - ix) Vasant Vihar PO